

ABSTRACT OF THE DISCLOSURE

5 A computer software application, graphical user  
interface, and method for entering information concerning a  
complex business situation, refining such information in a  
stepwise manner through the interface, generating a list of  
effective actions for addressing such a business situation,  
and storing such information in a knowledge base adapted  
for future query and reporting use of such a complex  
business situations, is provided. A set of screen  
10 sequences allows entry of specific aspects of such a  
situation to generate an action list. A situation  
appraisal sequence allows entry of concerns stemming from  
the situation to prioritize such concerns. A problem  
analysis sequence allows entry of causes of a problem, and  
15 refining the causes to determine a true cause. A decision  
analysis sequence allows entry of alternatives concerning a  
decision, and refines such alternatives to determine one  
which suits the objective. A potential problem analysis  
sequence allows entry of potential problems which might  
20 occur, and refines causes and actions which mitigate or  
eliminate such potential problems. Such sequences provide  
a systematic method to gather and organize information  
effectively in order to resolve a complex situation, and to  
store such information in a knowledge base for later query  
25 and retrieval for the same or similar situations, to  
preserve enterprisewide knowledge and expertise.

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